

OFFICE TECHNICIAN

GENERAL RESPONSIBILITIES

Perform skilled technical support to a department or agency. Work may be assigned under the general direction of an agency supervisor or manager with some technical tasks being performed independently according to established procedures. Job duties may vary from one position to another, depending on the assigned department.

ESSENTIAL TASKS may include the following; other duties may be assigned.

1. Provide information in response to telephone calls, referring to other information sources when needed
2. Conduct research and prepare reports, surveys and other complex documents
3. Compose, prepare, and process routine correspondence, bookkeeping and other accounting records
4. Apply knowledge of and respond to questions regarding ordinances, regulations, policies procedures and practices as related to the agency or bureau
5. Post information to logs, tracking systems, and other records management/file systems
6. Research and compile information and prepare correspondence, reports, forms, and other technical materials
7. Provide general technical support in overall office operations, assignments, and projects
8. Perform related duties as to specific assignments
9. Respond to questions regarding overall departmental policies, procedures, and practices
10. Any employee may be identified as Essential Personnel during emergency situations
11. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
12. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. High school diploma or general education diploma (GED)
2. Two years technical/office/customer service experience *

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES

1. Type at no less than 45 wpm
2. Read and comprehend instructions, correspondence, and memos
3. Write routine correspondence
4. Respond to inquiries and complaints from employees and citizens
5. Follow detailed written or oral instructions
6. Demonstrate strong mathematical skills
7. Deal with routine problems
8. Use computer software programs and/or other applications